Guide for Color Site Managers

This document is designed to outline Best Practices for Color Site Managers.

CONTENTS

CANCELING CLINICS DUE TO INCLEMENT WEATHER

- You can use the "Delete Appointment" tool which will allow you to cancel booked appointments and allow patients to reschedule.
- Prior to canceling, if you want to reschedule, be sure to add the new appointment dates in your calendar. This will also allow you to share the link to reschedule in the cancelation notice.
- The "Delete Appointment" tool allows you to send a custom message about your weather situation. The patient will receive that message while also receiving a link to reschedule.
- More information can be found in the Create Scheduling Calendar of the Color Knowledge Base.

CLINICAL BEST PRACTICES

- (Re)screening a patient at the time of vaccine administration, using a standardized screening form such as the CDC COVID-19 pre-vax screening checklist [Note: if you are administering a different vaccine type, you will need to use that screening form].
- Checking/verifying the information a patient reported during registration and either verifying it matches [Note: this is important to verify that the vaccine type and dose the patient registered for matches what you are administering] or making the correct change(s). Clinicians can now edit the patient dose number based on this verification.
- It is especially important to verify/record the correct COVID dose number (first, second, additional, or booster) because if a patient's vaccination dose number is recorded

incorrectly, it will be rejected as a duplicative charge, and it may be denied for reimbursement by insurers.
- Reminder: MDPH issues a weekly bulletin to Massachusetts COVID-19 Vaccine Program (MCVP)-enrolled providers with vaccine inventory. You can stay up-to-date with clinical best practices via these updates. All bulletins can be found in this archive.

DECOMMISSIONING CLINIC SITES

- You may request to de-commission a clinic site by reaching out to the Color team at 844-531-0545 or completing this support form.
- Decommissioning a site will remove it from the drop-down of active clinic sites in your Onsite Tool.
- A decommissioned site will remain accessible to update vaccination records and to access data in the Dashboards.

ENSURING DATA QUALITY

- Each site should reconcile its vaccination data at the end of each clinic through the use of the Vaccination Dashboard. It is important to identify any clerical errors where a vaccinator may have selected the incorrect lot in the drop down (this is most obvious when a 5-11-year-old has the incorrect manufacturer or a 12-17-year-old has a manufacturer other than Pfizer). Once you identify any of these errors, you can correct them directly in Color using the Edit Vaccination feature.
- Providers remain responsible for ensuring that vaccination records in Color have transferred successfully to the MIIS.
    - To troubleshoot issues in the MIIS, you may access the MIIS Resource Center here.
    - Learn more about using Color dashboards to reconcile data with the MIIS.
- You may retroactively enter vaccinations and update patient records in Color using the Edit Vaccination feature. Make sure that the date, lot, dose, and vaccinating clinician information is accurate and make changes as needed. If you need to change a manufacturer or expiration date, you will need to contact Color Support:
    - For site support, reach out to the Color team at 844-531-0545 or complete this support form.
    - Color support hours are Monday – Friday, 7am to 7pm ET and Saturday – Sunday, 8:30am to 7pm ET.

PAPER BACKUPS

- You should always be prepared to administer clinics on paper if your access to the Color platform is compromised due to wi-fi and/or system outages. Your site will be able to enter vaccination records retroactively in the event this happens.
- In order to proceed with minimal disruption to your clinics, ensure you have a printed copy of the registration from your Appointments Dashboard and a way to record vaccinations administered.

- You may also use your own methods and forms to capture this information in the event that you are unable to access Color.

GUIDANCE ON RECONCILING YOUR VACCINATION DATA IN COLOR TO THE MIIS

- In the MIIS: Any provider can get the number of shots administered by running the patients vaccinated report and exporting it. Pages 3 and 4 of the [Patients Vaccinated Report Mini Guide](#) shows users how to export the patients vaccinated report to Excel. Once the downloaded report is opened in Excel, the second tab, called "Detailed Report," will enable providers to run a tally of how many shots were administered. This will provide the shot count versus the patient count given on the "Input Parameters" page (first Excel tab).
- In Color: In the Vaccinations PHI Dashboard, providers can run a query of all vaccinations administered or by certain dates and/or clinic sites. Once certain parameters are selected, the results can be downloaded in Excel by selecting download, advanced options (show all results). You can then compare this data to the number of shots administered in the MIIS Patient Report.
- We recommend reconciling data on a per-clinic basis as it is easier to identify any discrepancies when comparing as opposed to over several months.
- Inventory Decrementing: Watch this [video](#) on how to resolve inventory discrepancies.

USER ACCESS AND AGREEMENTS

- Please make sure that all Color users (anyone with a login) have signed the User Agreement, and that you maintain those records.
- If you need an electronic version of the User Agreement template sent to you, please download it [here](#).
- **Make sure to remove staff who no longer need access to Color.**

VACCINE INVENTORY AND EXPIRATION DATES

- MDPH's weekly MCVP Bulletin provides more details about vaccine inventory and expiration dates. All bulletins can be found [in this archive](#).
- To sign up for the CDC COVID Vaccine Lot Number and Expiration Dates report, use [this link](#).
- Please note: The beyond use date is different from the expiration date and sites should always use and enter the expiration date on their vaccine inventory.
- If you need to change an expiration date on inventory, you cannot remove and re-add the lot and will need to contact Color support to make that change:
  - For site support, reach out to the Color team at 844-531-0545 or [complete this support form](#).
  - Color support hours are Monday – Friday, 7am to 7pm ET and Saturday – Sunday, 8:30am to 7pm ET.

VAXFINDER

- It is critical to keep your information up-to-date — if you are no longer providing a certain manufacturer or are no longer providing services, you must update VaxFinder. Additionally, if you are no longer accepting walk-ins, please update this on VaxFinder. To make updates and changes, please use this form.
- Please don't hesitate to reach out to: commandcenter@buoyhealth.com with any questions about posting to VaxFinder.
- **Important Reminders:**
    - Do not submit a registration link for appointments that are scheduled on a secondary/private calendar. To use VaxFinder, your appointments must be on your primary calendar.
    - When providing your clinic site name to VaxFinder, it must match the exact name used in Color. For example, if your clinic site name in Color is "Boston Wang YMCA" and you submit "Boston Wang", it will not work.

VERIFYING AND UPDATING INFORMATION

- Each site is responsible for VERIFYING and UPDATING all information patients entered during registration at check-in:
    - You must verify address, race/ethnicity and make any necessary updates.
    - You must verify insurance information and make any required updates.
    - This is especially important for VFC eligibility screening:
- Color flags individuals as VFC-eligible based on the criteria they enter during registration.
    - In case an individual does not select the appropriate criteria while registering, the check-in person should be re-screening for VFC eligibility at the time of check-in.
    - You can see all your VFC-eligible patients and the reason for eligibility in your Vaccination Dashboard, and you can edit VFC eligibility directly in the Vaccination Tool at check-in.